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PARENT MANUAL



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MISSION STATEMENT

To develop resiliency by supporting a mission-ready community of strong military families.

PHILOSOPHY AND GOALS OF THE MFRC CHILD CARE CENTRE

Every child has the right to be treated with respect in a safe, secure and stimulating environment where they will have the opportunity to develop physically, mentally, socially and emotionally through high quality and inclusive programming. The needs of the families are recognized and supported through the availability of full or part-time care, as well as care for children with any special challenges. The centre must function not only as a care facility for children but also as a cooperative resource and support system for children, staff and parent members. Through ongoing communication, the MFRC Child Care Centre is a viable and valued service to the community it serves.

Goals

- To support families and provide quality care for children
- To respect each child for their own unique qualities
- To build positive self-concepts and individual strengths
- To establish and maintain a safe, healthy environment
- To recognize that families have different childcare needs and accommodate those needs to the best of our ability
- To offer a stimulating and inclusive program that fosters the development of the whole child

The Centre maintains a free flow program for the children in our care. Infants are cared for in a different room but “visits” by Preschoolers and School aged children are welcomed. Preschoolers are in mixed age groups throughout the day and developmentally appropriate circle times and lunch times are implemented. Multiple ages of children are together for the first hour and last hour of each day as children arrive and leave the Centre.

INCLUSION POLICY STATEMENT

At the MFRC Childcare Centre we accept and welcome children of all abilities, making changes to our daily program to meet the needs of each child. Our indoor and outdoor areas are arranged so that all children will have equal access to the benefits of our program.

We strive to provide developmentally appropriate experiences and opportunities for all children to participate in social free play and the daily routines of the Centre.

We believe that every child and their family deserve the opportunity to grow and develop to the best of their individual potential and respect and value input from parents.

We strive to maintain a working collaboration between other partners at the Centre including early intervention professionals, schools, partnering centers, other MFRC Staff and parents. We recognize the valuable knowledge that each of these participants can bring to the program.

We support all staff in their Professional Development recognizing that this support will help our Centre to learn more about various disabilities and full inclusion in our Centre.

Successful implementation of our Inclusion Policy depends on the availability of adequate funding resources and support from the ELCC Program of Manitoba. At times a program of support for an integrated child may not fit the philosophy or programming of the Centre. If this occurs a decision will be made by the MFRC Board of Directors as to whether or not the Centre may work with the outside Agency in this program.

-passed at the Nov 2, 2017 PAG meeting

CUSTOMER SERVICE POLICY

The MFRC Childcare Centre is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. The MFRC Childcare Centre will take steps to identify any existing barriers and try to remove them, or if the barrier cannot be removed, we will work to provide alternative ways to access the goods or service with no additional fees.

This policy does not affect program criteria. We serve the children of our centers, their caregivers, and their community supporters.

We will work to be sure that communication, assistive devices, support persons, service animals, barrier free access, notice of temporary disruption, feedback and training are all developed on an ongoing basis regarding accessibility.

-passed at the Sept 6, 2018 PAG meeting

ADMINISTRATION

The Centre is a non-profit, licensed Childcare facility under the auspices of the Winnipeg Military Family Resource Centre. Any surplus income will be put back into the Centre's program for the benefit of the children and staff.

SAFETY PLAN AND CODE OF CONDUCT

The MFRC Childcare Centre has an Enhanced Safety Plan and Code of Conduct approved by the Province of Manitoba. This plan is reviewed annually by the Parent Advisory Group.

Copies of the Code of Conduct (including appropriate use of Technology) are included at the back of this manual. Copies of the Safety Plan can be made at the request of the parent. Please direct this request to the Child Care Centre Administrative Office. If a fire drill, safety drill or shelter-in-place drill occurs while you are at the centre please participate with the staff and children.

PARENT INVOLVEMENT

Staff and parents will discover that without parental involvement we cannot achieve the quality of care that is desirable. As a parent, there are several ways to become involved:

- **PARENT ADVISORY GROUP (PAG)** – A joint committee with the MFRC Children’s Programs, which is required by provincial law, existing of parent volunteers who share in program planning, special events, fundraising and assistance in policy revisions. Two members of this committee will be required to sit on the MFRC Board of Directors and represent the interests of the Centre and MFRC Children’s Programs. Terms of reference for both the Parent Advisory Group and the MFRC Childcare Committee may be found in the Annex. If you are interested, please contact the Centre’s Director.
- **CENTRE VISITS** – We believe that the most knowledgeable and important person in your child’s life is YOU! Please visit us at any time!
- **PARENT MEETINGS** -with Early Childhood Educators (ECE) – These are available at the parents’ request.
- **FUNDRAISING EVENTS**- In order to keep you informed of Centre events, all notices are posted on the parent bulletin board and a monthly newsletter is emailed to all families. Individual programs (Infant, Toddler, Pre School and School age) will often send out memos and newsletters as well the PAG decides upon Fundraising activities and new ideas are always welcome.
- **EACH PARENT IS EXPECTED TO PARTICIPATE IN FUNDRAISING PROJECTS. PARENTS ARE TO CHECK THEIR CHILD’S MAILBOX DAILY FOR INVOICES, RECEIPTS AND REPORTS, etc.**

POLICIES AND PROCEDURES

ENROLLMENT – passed by the MFRC Board of Directors – September 2015

Long Term Care Facility – includes 12 infant spaces, 18 toddler spaces, 32 pre- school spaces, 10 kindergarten spaces and 30 school age spaces.

Short Term Care Infant Facility – includes 24 infant care spaces which provides care until the child reaches the age of two.

All areas are licensed for full time spaces as well as part time and part day care (space permitting) **Newly posted Regular Force Members will have first Priority for 6 months from date of paid registration.**

Priority of enrollment for the Long-Term Care Facility is as follows:

First Priority – FULL TIME - children of Military families, DND employees and Reservists with children already in care.

Second Priority – FULL TIME - children of Military families, DND employees and Reservists already enrolled in the Short-Term Care Facility

Third Priority - FULL TIME - children of Military families, DND employees and Reservists on the Wait List

Priority of enrollment for the Short -Term Care Infant Facility is as follows:

First Priority – Newly Posted Regular Force Members

Second Priority - Regular force members on the Wait List

Third Priority – Reservist and DND members on the Wait List

- a. Priority is given to children requiring full time care over those requiring part time care. Part time spaces may be granted if a change in the number of staff is not required. Part-time spaces will not exceed a 25% portion of space available in the Centre unless 2 part time spaces can be created to fill one full time space. If the space is required for a full-time child, a part time/part day child may be asked to withdraw from the program. Two weeks notice will be given by the MFRC Child Care Centre.
- b. In exceptional circumstances or for reasons such as financial viability, the Director of the Centre may advertise in the civilian population for up to 24% of the maximum number of spaces available. This number may be changed with the approval of the Board of Directors.

In the instance of any civilian Kinder and/or School age child who is offered a space, it will be for the current School Year and its accompanying holidays.

There will be a Start date and an End date of care, with the option for future care to be negotiated as conditions evolve throughout the school year.

- c. Priority is given to siblings of children already enrolled **full time** in the Centre's program
- d. A Wait List Registration Fee of \$30.00 per child/family is payable upon Wait List Registration. This fee must be paid to secure a place for the child/children to be on our Wait List.

HOURS OF OPERATION

The Centre will be open from 6:30 am to 5:00 pm with flexibility for families requiring late pick up between 5:00-5:30pm with approval from Assistant Director or Director. Monday to Friday, excluding Statutory Holidays and a three-day closure of the Centre between Christmas and New Year's Day. Parent Fees are not charged for these three days. These hours may change based upon enrollment requirements. Because of ratio regulations by the province of Manitoba, consistency in hours of arrival and departure are very important. It is suggested that a child's day not exceed a parent's working day including 60 minutes of travel time.

THE CENTRE CLOSES AT 16:30 ON THE FIRST TUESDAY OF EVERY MONTH FOR STAFF MEETINGS. It is very important that the building be cleared of children by 16:30 so the meetings can progress in a timely manner. Late fees will be charged as per the Centre's policy.

The Centre will choose to close one day per year for Staff Professional Development. No parent fees will be charged. Notification of at least 3 months will be given for this event.

The MFRC Childcare Centre is a Locked Facility

Each custodial parent will be issued a proxy card at a cost of \$6.00. If parents would like to purchase additional cards for Pick-up contacts, they can be purchased for \$6.00 per card. Please contact the Director's Office for additional cards. Lost cards will automatically be replaced at a non-refundable cost of \$10.00 per card.

Upon release from the Centre non returned cards will be assumed lost and an additional \$10.00 fee will be charged. No refunds will be given for cards purchased at any time.

These charges will be added on as required on the next Billing Invoice.

The two exterior doors will be open to allow safe access into the building's vestibules but the vestibule doors at the front entrance and side School age entrance will be always locked.

It is important that parents use their proxy cards as buzzing in at the main door creates an unnecessary burden for staff that are already caring for children or working in the office area. If you forget your card and need to use the buzzer system expect delays for the door being released.

FEE POLICIES

Full time enrolment is defined as **5 days** of attendance, four hours or more each day and constitutes payment of full-time fees (5 days per week)

Part time enrolment is defined as **2, 3 or 4 days** of consistent and regular attendance, four or more hours each day and constitutes payment of part time fees that are payable for each day that the child is registered.

Part day enrolment is defined as either a morning or afternoon and not more than four hours of care. Part day enrollment may only be available in the Preschool/Kinder program.

PROGRAM FEES

Fees are as follows:

Infant care:	\$10.00 per day
Pre-school care:	\$10.00 per day \$5.00 per day (less than four hours)
School age care:	\$ 8.60 per two slots (before AND after school) \$ 10.00 per day (In-services and holidays)

- a. there is a \$15.00 charge for NSF cheques
- b. The Centre is closed for all Statutory Holidays. Parents will pay regular program fees for statutory holidays
- c. In the event that the Centre may be forced to close for a period of 24 hours or less, the parent fees will remain in effect for this time period. However, should the closure be for more than 24 hours, no fees will be charged after the first day and until the Centre reopens
- d. All fees are billed according to the Province of Manitoba Billing Cycle for Subsidy fees. **(invoices are printed or emailed)** should a child be absent for illness or holidays, regular fees must be paid in order to hold the child's spot. Fees are due at the end of each Billing Period or arrangements can be made to pay according to a parent's payroll schedule. There is an extended hour fee of \$15.00 if a child is in care for over 10 consecutive hours. Invoices will be emailed unless a request is made by email to provide a paper copy of both invoices and receipts.
- e. **PLEASE NOTE THERE ARE 13 BILLING PERIODS SO IF PAYING BY POST DATED CHEQUES 13 PAYMENTS WILL NEED TO BE MADE.**

- f. Parents are expected to pay fees promptly. In the case of overdue fees, the Centre's policy is as follows:
- The outstanding amount will be visible on the next invoice.
 - A reminder regarding payment will be sent to the parent after the payment is due.
 - If, in a week, payment (or payment arrangement) has not been made, a letter will be sent indicating your child may not be allowed to attend the Centre. (In accordance with Withdrawal Policy page 7) A late fee of \$50.00 will be added to your second outstanding invoice.
- g. Families who are unable to meet the cost of child-care can apply for financial assistance through the Manitoba Government Day Care Office Subsidy Program. Applications are available from the Director or call the Day Care Office at 204-945-0776. A parent shall be required to pay the parent portion of the fees as estimated by the Day Care Office prior to the actual subsidy decision. In the event of a difference between the estimated figure and the decision figure, the difference shall be reimbursed or charged as necessary
- h. Receipts are issued after each payment. A yearly Tax Receipt will be generated at the end of the year or on your child's last day of care after the final payment has been made.

HOLIDAYS

The Centre will be closed on the following holidays:

New Years Day	Canada Day	Remembrance Day
Louis Riel Day	Terry Fox/Civic Day	Christmas Day
Good Friday	Labour Day	Boxing Day
Easter Monday	Thanksgiving Day	
Victoria Day	**National Day of Truth and Reconciliation	

**The Centre will close at 3:00 pm on the last working day before Christmas.
The Centre will be closed between Christmas Day and New Years Day. No fees are charged to parents for these days.**

WITHDRAWALS

Two weeks' written notice must be given when you withdraw your child. If a written notice is not submitted, parents will be expected to pay in full for the two weeks.

In the event that licensing requirements or unforeseen circumstances reduce the number of licensed spaces, the Centre reserves the right (upon two weeks written notice) to cancel a child's spot based upon seniority of enrollment. As much notice will be given as possible. Priority will be given to those families as spaces become available.

If a child's behavior has (or is) a risk to the safety of the other children

and /or staff in the Centre, the Centre will take steps to work with the child while ensuring the safety of both children and staff. Parents will be contacted by the Director to work out an appropriate solution. (Please see the Behavior Management Policy)

ARRIVALS AND DEPARTURES

(Approved by ELCC on January 18, 2023)

The safety and well-being of all children participating in our childcare centre is of utmost important to us. Children cannot be accepted into care before the centre's designated opening times due to insurance limitations. Parents are required to personally escort their child into their designated program and physically pick up their child at the end of the day. Upon arrival and departure Parents must verbally inform the staff member that their child has arrived and can be signed in. The Centre will assume responsibility at the time that the Parents brings their child(ren) into the room and make verbal contact. Transfer of care for your child(ren) takes place once you have gained the attention of a staff to inform them you are leaving the program with your child; however, should you need to speak with the centre Supervisor/Director, please identify this to the staff and they will continue to assume responsibility of your child.

Staff are responsible to sign the child in, upon their arrival and out upon their departure. Staff will ensure that the times listed are accurate as they are used to keep account of the child's attendance at the centre. If your child is in care for over 10 hours, appropriate extended care fees will be charged on the next Billing Period.

Children are not to be left unattended in any area of the Centre and the Centre assumes responsibility only after being informed that the child has arrived. This includes drop off of School age children by School Division Transportation. Please allow enough time in the morning to undress your child and tend to their needs. It is also the responsibility of the Parents to dress their child for home and late fees will be applied if the Parents does not leave adequate time at pick up to do this.

Staff will not release your child to any person other than those listed on your child's Vital Information Report unless you have made advance arrangements, in writing, directly with the centre. Anyone permitted to pick up a child, including the Parents must bring photo identification every time they pick up a child(ren) so that educators can verify their identity. Parents are responsible for ensuring anyone designated to pick up or drop off a child is aware of these policies. Provincial laws do not allow us to release your child into the care of anyone under the age of thirteen.

Children will not be released, if staff perceives a Parents or designate pick up person to be under the influence of alcohol or drugs or whose behaviour indicates a potential threat to the child, the educator will make every effort to ensure the safety of the child(ren) by requesting the Parents arrange for an alternate form of transportation. If the pick-up person is unwilling to cooperate with the staff, the staff will contact an alternative

emergency contact person listed in your child's file, and request the person immediately pick up your child.

TRANSPORTATION and SCHOOL ATTENDANCE

Kindergarten and School age children who attend Bannantyne, Romeo Dallaire, Schools may be bussed from the MFRC Childcare Centre to the appropriate school in the morning and returned after school is completed. This transportation is provided through the St. James School Division Transport Office and the Francophone School Division Transport Office. Children who attend the Centre must maintain the Centre as a bus pick up location even if not attending that day. Children in the catchment area for these schools will have first admittance into the school programs. Children who do not live in the catchment area may be able to attend the school program if space at the school permits. It is the responsibility of the Parents to advise the school of the need for transportation from the Centre and to incur any additional costs.

Staff will be responsible to walk the children from the Centre to the designated pick-up location, board the appropriate bus. When they depart for school, they are signed out by a Centre staff and transfer responsibility of children once on the school bus. When the children are dismissed from school and arrive back at the MFRC Childcare Centre at the end of the day Centre staff will meet the children at their designated pick up and drop off site. Once the children are off the bus, they will be signed in by a Centre staff when they make verbal contact. Centre staff will maintain ratios 1:15, while bringing the emergency backpack and accurately maintaining attendance sheet.

The Parent(s)/guardian(s) of children attending the Centre will be responsible for the transportation of their children to and from the Centre from their residence.

If School Bus transportation is cancelled due to inclement weather Parent(s)/guardian(s) are responsible for transportation to and from school for that day. Centre Staff will be able to provide regular before and after school care from 6:30 – 9:00 and 15:30 – 17:30.

When the children go on Field Trips, they may go by public transportation or rented bus. 24 hours' notice will be given when using any form of transportation. Permission slips must be signed by Parents Field trips are part of the Centre program. Children in attendance at the Centre and involved in the specific program are expected to participate in the field trip. Parents are welcome to join in any of the Center's activities.

TRANSPORTATION TO AND FROM MFRC NURSERY

Preschool children who attend the MFRC Childcare Centre will be transported to the Westwin Children's Centre French Nursery School Program from the Centre by the MFRC Childcare Staff. MFRC Childcare staff are responsible for walking and handing off children to the Westwin Children's Centre French Nursery School Program Staff, at which point the MFRC Childcare Centre relinquishes responsibility. The MFRC

Childcare Staff will transport the children back to the Centre when the Westwin Children's Centre French Nursery School Program is over, at which point the MFRC Childcare Centre assumes responsibility once the MFRC Childcare Centre staff arrives for pick up at the Westwin Children's Centre French Nursery School Program. MFRC Childcare staff will maintain child ratio of 1:10 Monday, Wednesday, and Friday from 1:00-1:15pm and from 3:30-3:45pm. They will bring the emergency backpack and accurately maintain attendance sheet.

Please advise the Centre by calling 204-837-3626 or 204-837-3653 (Infant, Toddler, Preschool, Kinder, School-age) or 204-831-1243 (Short Term Infant) if your child will not be attending for the day or will be arriving later than 9:30 am. Centre programming commences after snack at 9:30 am and staff cannot guarantee their presence in the building after this time.

LATE FEES

A Late Fee will be charged if you have not left the building with your child by 17:00. In the case of early closure due to Staff Meetings (first Tuesday of the month 16:30 –17:30) Late Fees will be charged after 16:30. In the case of a child enrolled for a part day, the Late Fee will be charged for the time after the four-hour time slot in which your child is enrolled in. The fine is \$7.50 per child for each 15 minutes or portion thereof. The maximum will be \$30.00/hour per child. Continued lateness will result in a written warning. If, after a written warning, lateness continues, the child will lose their spot at the Centre.

If for some reason your child is not picked up by 17:30 and, **YOU HAVE NOT CONTACTED THE CENTRE**, we will take the following steps:

- a. contact the emergency number that you have supplied
- b. after 18:30 contact Child and Family Services (204-945-6964) and place the child in their care

GUARDIANSHIP

The Centre requires a copy of any legal forms stating who has legal guardianship should you be a separated or divorced parent. As well, copies of any restraining orders must also be provided to the Center. Without supporting documentation, staff cannot refuse access to the child by the other parent. Staff will only release children to adults who are listed as having Pick up Authority on the child's Vital Information Report. At no time will staff place themselves or your child in physical danger to enforce such a document. Police will be contacted if staff feels the situation is a dangerous one.

Should a parent become verbally or physically abusive to staff, Board Members, other parents or children, their child's spot will be immediately terminated.

CLOTHING & SUPPLIES

Please make sure that your child wears appropriate play clothes. Keep in mind changeable weather patterns, the comfort of your child and what they will be doing throughout the day (i.e. painting or gluing). Non-slip shoes or sneakers should be worn each day. **All children should always have a complete set of extra clothes in their lockers.**

Children play outside every day (summer and winter) except when weather conditions are extreme/dangerous. **IF THE TEMPERATURE IS -24 C OR A WIND CHILL OF 1600 OR MORE, THE CHILDREN WILL PLAY INDOORS.** Children will not be walked to French Nursery School if the temperature or wind chill is below -30 C. We will offer care at the Centre for the afternoon or parents can transport their children to and from the French Nursery School Site.

If the air quality health index is between 7-10+ (high risk) according to, https://weather.gc.ca/airquality/pages/mbaq-001_e.html, the children will play inside until it drops below 7. If it is between 4-6(moderate risk), staff will shorten time outdoors. The children will still be walked to French Nursery unless parents advise us differently.

Please provide the following for your child:

Spring and Fall	Winter	Summer
Rain Coat	Winter Coat	Sun Hat
Plash pants	Snow Pants	T- Shirt
Rubber boots	Neck Warmer	Shorts
Extra Socks	2 pairs of Mittens	Bathing suit
Muddy Buddy	Toque	Towel
	Winter boots	Enclosed footwear

It is important to ensure that these clothes fit appropriately and that the children will not be hampered when trying to dress themselves.

Infant and Preschool staff will work closely with parents to support toileting habits for two- and three-year-olds. An untrained child of 3 years of age or older will be accepted into the program at the discretion of the Preschool Coordinator and the Director.

Items Required for Infants/Toddlers

- a. **It is recommended that the Infant/Toddler children have at least three changes of clothes available for them each day**
- b. A one-week supply of disposable diapers (approximately 32)
- c. Baby food, milk, formula and/or juice for the day which is in containers marked with the child's name (infants)
- d. A supply of baby wipes
- e. A container of non-prescription diaper cream

Essential Item fees will be charged when families do not provide the following essential items: diapers, wipes, or lunches for their child. Parents will be billed \$5 for a lunch that must be served and \$5 each if diapers and/or wipes are not provided to the Centre within 24 hours notification.

Please label all clothing and check the lost and found box on a regular basis.

FOOD & NUTRITION

The Centre will provide milk each day for all children preschool and up. Parents are required to provide a balanced lunch and two snacks. Parents of children in the Infant program are responsible for all the food that their child requires.

Suggestions for lunch are:

- One serving of meat or alternative.
- One serving of bread or cereals.
- Two servings of fruit and vegetables

We have microwave ovens to warm up meals - please make sure that the food is in a microwaveable container that is labeled and ensure that items to be microwaved take less than a minute to heat. **We do not cook or prepare meals at lunch time.** If an item in your child's lunch requires refrigeration it must be in a lunch bag with a cold pack. The Centre is unable to place lunch kits in our fridge as it is full of snack items that the centre prepares.

The following items will NOT be permitted in lunches at the Centre:

- potato chips, popcorn, or any form of seeds.
- soda pop.
- candies, suckers, gum -
- chocolate bars

Upon occasion the Centre may choose to serve some of these items to older pre-school or school age children for a celebratory event. i.e. Movie Day

The Child Care Centre does not allow nuts in the building. This includes any items containing peanuts, peanut butter or peanut oil. These items will be sent home if

brought. Other food items may be restricted on a per need basis depending on the allergy type and the room in which the child/staff is in.

On your child's birthday you are invited to send a nutritious snack. Suggestions include muffins or nutritious cakes or cookies. **Do not send party favors or gifts.**

If your child's lunch is forgotten, one will be provided for them, and you will be billed \$5.00 for this service.

The Centre will provide a special hot lunch once a month for all the children, infants to school age. The menu will be posted outside each program the week prior. Each program will continue to do regular food preparation activities unless there are illnesses within their programs.

HEALTH

If your child is too ill to participate in the day's activities, they should not be at the Centre. A child may not attend the Centre if:

- they have a communicable disease.
- Any undiagnosed rash or sore
- a temperature of or over 38.5 degrees Celsius.
- diarrhea
- excessively lethargic
- vomiting

Children suffering from a head cold will be accepted providing that the parent is aware that their child will be taken outdoors, weather permitting every day. Due to staff ratios, we cannot keep one child indoors while the rest are playing outside.

Please phone and notify staff of your child's illness and symptoms so staff members can watch for symptoms in the other children.

Should a communicable disease be reported, all parents will be advised that their children have been exposed and of the symptoms to watch for.

If your child should become ill during the day you will be notified by a staff member to make arrangements to have your child picked up. If you cannot be reached, alternate contacts, which you have provided, will be called. A temporary sick bay will be provided to make your child as comfortable as possible until you arrive.

Any decision to send a child home during the day will be based on the general condition, appearance, activity level and symptoms displayed by the child.

In the case of a fever, the parent will be contacted after the temperature has been taken and recorded. A decision can then be made by staff and parent as to how the child will be monitored. If the fever continues to rise after a second temperature

check the parent will be immediately notified and asked to take the child home **for 24 hours or until symptom free (without medication).**

No non-prescription fever reducing medication will be administered by staff for Preschool or School age children.

(Please see Infant Room Policy Manual for administration of fever reducing medication with Infants)

The following Policy, as outlined by Manitoba Child Day Care regulations will apply if your child contracts any of the following illnesses:

- Colds – your child may attend the Centre providing that their temperature is not elevated, and they are able to participate fully in the program.
- Diarrhea – the child will be sent home after the second incident in one day or the first if the Centre is experiencing flu in the building.
- Vomiting – the child will be sent home after the second incident in one day or the first if the Centre is experience flu in the building.
- Skin rash – any rash must be diagnosed by a physician and proper treatment started before the child may return to the Centre
- Conjunctivitis/Pink Eye – immediate removal from the Centre until the child has been on medication for 24 hours and eye discharge has ceased
- Strep Throat – immediate removal from the Centre until the child has been on the appropriate antibiotic medication for 24 hours
- Lice and or bed bugs – children will be removed from the Centre until a recommended treatment program has been completed by the family and/or for the area of residence.

The staff will use non-prescription cream (to be supplied by the parents and labeled for use by your child only) on infants/toddlers for diaper rash, however, if the rash persists, a physician must diagnose it.

The Centre will provide sunscreen and insect repellent for use on children outdoors unless parents request no application or the application of their own product.

ADMINISTRATION OF PRESCRIPTION MEDICATION

The staff will administer prescription medication following these procedures:

- The parent **MUST** complete a medication form, available from the staff. This form gives staff the permission to administer medication to the child. The information on the form must coincide with the information on the medicine container.
- The medication must be in the original container. Prescribed medication must be labeled with the child's name, expiry date, dosage, dosage times and method of administration.
- The staff person in charge of administering the medication ensures that the above information is accurate and has been carried out before giving any medication to a

child. Once done, that staff will follow the directions on the form, will note the time that the medication was given, and then initial it

Please note: No medicine will be administered to a child unless a Medication Form has been filled out by a parent/guardian. As of September 2009, Health Canada guidelines no longer recommends the administration of cough/cold medication to children under 6 years of age, consequently the centre will not administer this medicine.

SLEEP/NAP POLICY

All children are given the opportunity to sleep/rest each day. Each Infant/Toddler has their own crib or cot. Toddlers will be moved from a crib to a cot at approximately 18 months of age. Nap times for Infants are flexible and will be determined upon the individual child's schedule and needs. Toddler's nap times are scheduled from approximately 12:00 pm to 3:00 pm. each day. In accordance with the regulations and guidelines set forth by the Manitoba Child Daycare Office, a child will not be allowed to have a bottle in their crib or on their cot. Bottles will not be propped. Infants will be held while drinking their bottles and then put down for a sleep.

Preschool children also nap in the afternoon. All children lie down between 1:00 pm and 1:30 pm. Those children who do not nap will be allowed to get up after half an hour and have quiet play or go outdoors. Those children who do sleep will be awoken by 3:00 pm. **We encourage you to allow your child their natural sleep/nap pattern. Depriving a child of sleep during the day does not guarantee an early bedtime as an overtired child will not settle well in the evening. Sleep is the natural process by which the body fights off disease.**

INFANT WRITTEN PLAN

(Approved by ELCC on May 1, 2023)

There are times from 4:15-5:00pm at the end of the day where infants and toddlers aged 3 months to 3 years of age will be in a mixed age grouping. When the infant and toddler mix, they will be in one of our infant programs. During the summer months the infants and toddler may mix in the infant play yard.

Ratios will be meet:

Infants aged 3 months-2 ratios of 1:4 max group size is 8

Children aged 2 – 6 ratios of 1:8 max group size of 16.

Where children are cared for in mixed age groups, the ratio will be calculated on a prorated basis. A chart pertaining to blended ratios will be posted in each program.

For Example:

1 Infant you can have 6 toddlers/ preschoolers.

2 infants you can have 4 toddlers/ preschoolers.

3 infants you can have 2 toddlers/ preschoolers.

Once the children have transitioned back into their separate age groups according to the daily schedule, age specific ratios will be enforced. Staff are assigned to one group of children for more structured one on one time. This allows the staff to better observe each

child in order to gain a sense of needs and abilities, and also provide frequent interaction. Peer relationships are fostered in caregiving by primary caregivers providing children predictability, consistency and a secure base, which helps promote the development of trust. It is from this base the child can explore his/her physical and social environment. All three infant rooms have been arranged to enhance the learning and developmental needs of infants and toddlers. Our learning environment provides age-appropriate toys/equipment for infants and toddlers that children can independently access and choose from. Certain equipment and toys that are not age appropriate or pose a safety threat (choking hazard) to the younger children will be inaccessible. Some of these items may be placed/stored in high cupboards that only staff have access to in the program's kitchen or bathroom. Combining Infants and toddlers for a portion of the day provides valuable learning opportunities. Each child benefits from positive interactions and attachments to children of various ages. Children's knowledge, skills and abilities are fostered and enhanced through their social interactions with their siblings/ peers as well as they form a positive self-concept.

At the MFRC Childcare Centre our infant programs are designed to promote a developmental approach to the social, emotional, physical, and cognitive growth of each individual child. We believe these areas of growth do not evolve separately but rather support and strengthen each other. Each infant program schedule is a guideline only. Each room will follow their own schedule, based on the needs of the children, including minimal transitions, to support each infant in their social and emotional growth and well-being.

We provide individualized opportunities for infants and toddlers to develop and grow in all areas daily. We provide opportunities for physical activity and gross motor development, through running, climbing, using ride on toys, sand box or crawling in the playground, large muscle space outside and within our short-term infant hallway. We provide opportunities for cognitive stimulation, language/concept development and sensory-motor development through fine motor activities, games, reading, music, sand play, water play and block play.

We provide two nutritional snacks and lunch each day that parents supply. Each infant is guided to and from the snack table or infant's individual highchair. Staff give adequate time for infants/toddlers to eat during all mealtimes and utilize this time to have conversations with each child. This is balanced with equal opportunities for each individual child to rest, including nap time with soothing music and a caregiver will be available to help rock the children to sleep. Caregivers will help hold the bottle until the infant is able to hold the bottle for themselves. Older children will have milk at the table after lunch in a sippy cup.

Our nap room is a half wall with a door with plexiglass, this allows for caregiver to maintain direct supervision to napping children, it also allows infant/toddlers to see in/out. As staff alternate sitting in the nap area throughout scheduled naptimes. If one or more children are napping staff does visual checks every 10 minutes to ensure children are napping safely. Infants (12 weeks-18 months), nap in their own individual cribs or when needed a playpen. In the event a child uses a playpen as opposed to a crib for naptime, visual checks of every 10 minutes will be documented by the observing staff. Toddlers (18 months – 2 years old) nap on individual cots, Caregivers will rub the toddlers back and reassure through gentle voices. Naptime is directly supervised, and

caregivers sit within the nap room and check on the infants /toddlers every 10 minutes. There are quiet areas throughout each infant program where infants/ toddlers can cuddle up with a book, stuffed animal or get cuddles from their caregiver. The infant's caregiver will be able to balance the needs of his/her group with that of each individual child, ensuring that each child's needs are met.

The change table faces the open play space for staff to directly supervise children playing at all times. Caregivers utilize this time to have 1 on 1 conversations with each infant/toddler that they are changing.

In the event of an evacuation when in mixed age groupings, the staff will follow the MFRC Childcare Centre's fire evacuation procedures. Extra 2 staff from the office and 1 staff from the kitchen will help with infant evacuation. Staff will utilize the closest exit and use the strollers and wagons to help evacuate safely. Fire drills will be performed monthly, and all staff will be aware of the emergency evacuation plan and if they are designated to help with infants.

MFRC Childcare Centre's Mixed Age Groups Policy (Approved by ELCC June 28, 2023)

At certain times in the day, early morning approximately between 7:00 am – 8:30 am or at the end of the day approximately between 3:15pm – 5:00 pm, and on in-service days or holidays, for periods of time between the hours of 7:00 am – 5:00 pm, Preschool children may mix with school age children in the school age room. During the summer months the preschool and school age children will mix in the yard. This enables siblings to visit with each other, the school-age and preschool children can play with one another and provides an opportunity for interaction with all age groups.

There are times from 4:15-5:00pm at the end of the day where infants and toddlers ages 3 months to 3 years of age will be in a mixed age grouping. When the infant and toddler mix, they will be in one of our infant programs. During the summer months the infants and toddler will mix in the infant play yard.

Ratios will be met:

Infants aged 3 months-2 ratios of 1:4 max group size is 8.

Children aged 2 – 3 ratios of 1:6 max group size of 12.

Children aged 3-6 ratio of 1:8 max group size of 16.

Children aged 6 – 12 ratios of 1:15 max group size of 30.

Where children are cared for in mixed age groups, the ratio will be calculated on prorated.

basis. A chart pertaining to blended ratios will be posted in each program.

For Example:

1 Infant you can have 4 toddlers.

2 infants you can have 2 toddlers.

1 preschooler you can have 13 school Age.

2 preschool you can have 11 school Age.

3 preschool you can have 9 school age.

Children's safety is a priority and supervision of children will be closely monitored.

Certain equipment and toys that are not age appropriate or pose a safety threat (choking

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hazard) to the younger children will be removed. Safety policies and procedures will be in compliance with Section 5(g) and Section 17 of the licensing manual. Age and developmentally appropriate toys and equipment will be accessible to all age groups designed to promote a developmental approach to the social, emotional, physical, and cognitive growth of each individual child.

Evacuation procedures and emergency procedures will follow the MFRC Childcare Centre's Emergency

Evacuation Plan outlined in the Enhanced Safety Manual, which is reviewed and updated on an as needed basis during the year. Portable first aid kits are accessible and contain emergency contact information for all children. 2 extra staff from the office and 1 staff from the kitchen will help with infant evacuation. Staff will utilize the closest exit and use the strollers and wagons to help evacuate safely. Fire drills will be performed monthly, and all staff will be aware of the emergency evacuation plan and if they are designated to help with infants. All staff have URIS Training and are current in First Aid / CPR training.

Our centre offers care to Infants, Toddlers, Preschoolers and School-agers. It is our belief that rich exchanges take place when all children are permitted to play, socialize, and interact with one another, fostering physical, social, emotional, and cognitive development. The children will follow a similar schedule and routine, with differences allowed for varying needs such as naps, nutrition, and attention.

level. Children will be offered/provided with developmentally safe activities, materials and toys that are suited for their individual needs. Infant caregivers make sure that every child feel safe by providing a compassionate environment: and ensuring each child's needs are met through observation, discussion.

and by showing we care about their needs, interests, and fears and by implementing the infant curriculum statement into their daily practice. Preschool staff implement emergent curriculum and reflective teaching model by providing programming which emerges through the interest of the child, this is followed through the implementation of the Preschool curriculum into their daily practice.

PERSONAL BELONGINGS

Please do not allow your child to bring toys from home. The exception to this would be Show and Tell items for Circle times. You will be notified of this if staffs wish to implement this in their program. Show and Tell items should be kept in the locker and brought at circle time. If your child has a security blanket or toy, it may be brought for naptime. Blankets and toys are kept on the children's beds and are sent home each Friday to be washed.

CHANGE OF ADDRESS, PHONE OR CONTACT PERSON

Please advise the Director, Assistant Director of Administrative Assistant immediately for any changes in family situation, employment, emergency contact telephone number, home addresses and telephone numbers. **This is extremely important so that the centre can contact you in case of illness or emergency.**

CONFIDENTIALITY

Confidentiality of families will be always respected.

- No information, either verbal or written, regarding children or their family shall be released to anybody other than the legal guardians of the child
- In the case of emergency or injury to the child, information may be released to the police authorities, medical staff attending a child or the appropriate child welfare department
- Access to a child's information record will be given only to the legal guardians of the child and the regular staff at the centre
- Information may be released about a child to others only in accordance with written parental permission

FIRE DRILL PROCEDURE

- Children will be escorted to the nearest exit. Infants will be placed in a tandem stroller or carried. A staff member will lead the children out of the building in an orderly fashion. The children will line up and roll call will be taken. All other staff will join the children.
- One designated staff person will call the fire department
- The above procedure will be practiced once a month

EMERGENCY PROCEDURE

Evacuations: In the case of an emergency evacuation, when children and staff are unable to enter the Centre, the following will be in effect:

- The children and staff will be directed to a designated safe area (Base Gym) and roll call will be taken
- Staff will be designated to call parents and arrangements will be made to have your child picked up
- The emergency evacuation plan will be posted on the bulletin board

Medical Emergencies: In the case of a medical emergency, the following procedure will be followed:

- 911 will be called to transport the child to hospital. Whenever possible a staff member will accompany the child and bring the child's file
- The child's parents will be contacted to meet the ambulance at the hospital. If neither parent can be reached, one of the child's alternate emergency contacts will be called
- Under no circumstances will a child requiring medical assistance be transported in a staff member's vehicle

- Parents are responsible for all costs related to ambulance services

If the Centre is closed the centre will attempt to contact all families and a bulletin will be announced on CBC Radio 990 as close to 6:30 as possible.

BEHAVIOR MANAGEMENT POLICY

The Centre will work towards promoting a positive self-concept in each child by respecting each child's feelings and needs and guiding each child in expressing their feelings in an appropriate manner.

Staff members will:

- Express emotions verbally
- Take time to listen
- Clearly outline limitations
- Provide re-direction
- Provide positive reinforcement

Daily routines will be followed to enable children to anticipate changes in their environment. Three rules will be followed:

- You cannot hurt yourself
- You cannot hurt others
- You cannot hurt the physical environment or equipment

The following quotes from the Manitoba Community Child Day Care Standards Act will apply to all staff:

- No form of physical punishment including striking a child, shaking, shoving or any other action will be used that may cause physical injury to a child
- No form of verbal or emotional abuse that includes harsh, belittling, or degrading responses by an adult will be used to humiliate or undermine a child's self-respect
- The denial of physical necessities, including normal comforts such as shelter, clothes, food, bedding or toileting will not be used

The Centre's program is based on the principle of respecting self, others and property. In the event that these are not followed, and depending on the severity of the problem the following steps may be taken:

- The child will be observed throughout the day. Events occurring prior to, during and after the unacceptable behavior will be documented
- Parents will be notified of the concerns and be required to meet with the staff and/or their child to establish a cooperative plan of action
- Parents may be contacted for permission to contact the child's teachers, past day cares or the Child Day Care Office to discuss the problem. Parents may also be asked to seek professional services such as a child development clinic

- Where the child's behavior threatens the safety of their own being, the other children or staff, the Director reserves the right to ask for an immediate suspension.
- If the parents refuse to cooperate with the Centre in resolving the problem such as refusing to meet with staff or seek outside help, the Centre reserves the right to permanently expel the child

The MFRC Child Care Centre wishes to work cooperatively with you. We share your desire to provide a safe, nurturing and learning environment for your child. We share your concern that should your child experience a time of greater need we will attempt to fill the need immediately.

SUSPECTED CHILD ABUSE

In compliance with the Manitoba Child and Family Services Act, any staff member who has reasonable grounds to suspect a child has suffered from or may be suffering child abuse or neglect must report the suspected abuse to Child and Family Services. Under the act a "child" is a person under the age of 16 years of age and "abuse" occurs if a person who has the care of a child causes or allows the child to suffer physical harm, emotional neglect or sexual molestation. A report of suspected child abuse should be made by the staff member on the day of suspicion to the Director. The Director will then contact the Program Coordinator. Although the responsibility to report is not removed from the staff, the Program Coordinator may make the report on the staff member's behalf.

STUDENT PLACEMENTS

As the Centre feels that it is important for students in the Early Childhood Education (ECE) field to have positive learning experiences, the Centre will accept students from ECE training programs. These students are never left alone with any child and are always closely supervised by staff. The Centre's main purpose is to provide the students with positive role models and ideas to help them become professionals in the ECE field.

PHOTOGRAPHS, VIDEOTAPING & MEDIA COVERAGE

From time-to-time staff, students or parents take pictures/videos of the children. Children's names will not be used unless permission has been granted from their parents.

FLEXIBILITY POLICY

The Centre will be exceeding the group size during the nap time period of 12:00 -15:00 and also at bus pick up times which include 8:15 – 8:45, 12:00 – 12:20 and 15:45 – 16:30. The ratio at this time is 1:10 and is maintained to give staff breaks and to allow a staff person to step outside the building to greet the children at the school bus stop which is in front of the Centre on Wihuri Road. This 1:10 ratio also includes a staff person walking children to French Nursery School Program and back again, 13:00 – 13:15 and

15:30 -15:45 Monday, Wednesday, Friday, from September to June. (French nursery school hours may vary)

INDIRECT SUPERVISION

(PAG Nov 2, 2023)

The Centre implements an Indirect Supervision Policy for School age children. Indirect Supervision allows a child or group to play responsibly in an identified activity with minimal supervision from staff. This means that children will be able to be seen or heard by staff from within a reasonable distance of the Centre playground, school age room or hallway. Periodic contact will be made in person. Indirect Supervision is a logical progression that satisfies a child's growing need for independence and eventual self care. These skills will help families make informed decisions when a child is no longer in need of care.

Staff implements this policy when they feel comfortable and know how individual children will react. Grades 1, 2, and 3 children will only be allowed Indirect Supervision in the hallway and near the Centre. Children in Grades 4 and higher will be given the opportunity for more Indirect Supervision after they have shown staff the following criteria:

- Responsibility (knowledge of the general rules of the centre, social rules, and safety rules)
- Independence
- Respect staff, other children, and equipment

ANAPHYLAXIS POLICY

Upon Registration you will be requested to give information about your child's health. If applicable you may be asked to fill out a Unified Referral and Intake System application (URIS) and complete a Health Care Plan. The purpose of this form is to identify a child's health care intervention and apply support which includes the training of staff by a registered nurse.

You will be responsible to identify your child's allergy and/or needs to the Centre and to ensure that your child has and carries an up-to-date auto-injector and/or inhaler. Please ensure that your child also has and wears a medical identification bracelet as well. We would request that all parents respond co-operatively to requests from families whose children have specific needs. Encourage your children to respect the child and inform staff prior to distribution of any food products in the Centre.

SMOKING POLICY

**NO SMOKING IS ALLOWED IN THE BUILDING OR ON THE PROPERTY.
ANY INDIVIDUALS DOING SO SHOULD BE REPORTED TO THE
DIRECTOR.**

MFRC CHILDCARE CENTRE CODE OF CONDUCT

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630 WIHURI ROAD

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CODE OF CONDUCT

The Winnipeg Military Family Resource Centre was established to enhance the quality of life and enrich the military experience for families by providing specialized programs and services to promote health, education and social well being.

At the MFRC Childcare Child Care Centre, we strive to provide a safe, caring, learning environment for children, staff and families. We believe in equality and respect diversity

This Code of Conduct is applicable to all individuals involved with our Centre including:

Childcare Staff and Management

Children, parents and guardians

Volunteers

MFRC Board of Directors and Staff

Guiding Principles for Appropriate Behaviour

Be Respectful

We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We are respectful of the environment, equipment and materials.

Be Safe

We work and play safely to help keep ourselves and others from getting hurt.

Be Cooperative

We solve our problems by talking and listening to each other respectfully to find a solution. When we cannot solve a problem ourselves, we ask for help.

Be Supportive of Learning

We learn to the best of our abilities and support the learning of others.

Developmental Capabilities of Children

We understand that it is normal for children to display inappropriate behaviour at times for a variety of reasons. The developmental capabilities of each child will always be considered when determining both expectations for behaviour and consequences of inappropriate behaviour.

Appropriate Use of Technology

All children, parents, staff, and others involved in our Centre must use e-mail, electronic devices and the Internet according to our Privacy Code. (MFSP Privacy code) and the MFRC Human Resource Manual (Code of Professional Practice). This protects people's privacy and the confidentiality of information.

Unacceptable Behaviours

The following behaviours by children, staff, parents, and others involved in our Centre are unacceptable:

- all forms of bullying (physical, verbal, emotional, social, or cyber bullying), including
- harassment, including behavior that degrades, demeans, humiliates, or embarrasses someone that a reasonable person would know is unwelcome
- all forms of abuse (personal harassment, sexual harassment, or abuse of authority), including verbally, in writing or otherwise
- discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
- actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone

Proactive Strategies

We actively strive to create an environment that supports the health, safety and well-being of the children by:

- having realistic and developmentally appropriate expectations for behaviour
- setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour
- planning a program based on children's interests and developmental needs
- establishing consistent yet flexible schedules and routines that help children gain trust, security and self control

We create a positive environment for children, parents, staff and others involved in our Centre by:

- developing positive relationships, including making time to talk and listen
- establishing clear, consistent, simple limits
- stating limits in a positive way and periodically reminding people
- providing explanations for limits
- working together to solve problems
- modelling and encouraging appropriate behaviour

Consequences for Inappropriate Behaviour

We will consistently respond to inappropriate behaviour by children, parents, staff and others involved in our Centre by:

- reminding people of expectations and limits

- using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- talking only about the behaviour, not labelling the person
- responding sympathetically and acknowledging feelings
- establishing natural, logical consequences

Depending on the severity and frequency of the behaviour, we will consider further steps such as:

- using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour
- having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- developing a written contract with an adult or older child that outlines specific expectations and consequences
- giving a written warning that outlines specific concerns and consequences if the behaviour continues
- accessing outside resources for help, such as:
 - > a behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
 - > child and family services to access parenting supports
 - > mediation services to resolve conflicts between adults
 - > the Manitoba Human Rights Commission for information and advice to resolve an issue informally or to make a formal complaint if the behaviour involves discrimination or harassment
 - > the police to assist with threatening behaviour

In extreme cases, we will take additional steps such as:

- suspending or dismissing a staff member
- suspending or withdrawing childcare services because of a child's or family member's inappropriate behaviour
- in the case of a visitor not allowing the person to return to the Centre
- contacting the police and/or Child and Family Services (CFS), if the behaviour is illegal such as abuse, assault or threatening another person